GOVERNMENT OF INDIA
ROAD TRANSPORT AND HIGHWAYS
LOK SABHA

UNSTARRED QUESTION NO:711
ANSWERED ON:28.04.2016
Setting up of Call Centres for Accident Victims on NHs
Choubey Shri Ashwini Kumar;Saraswati Shri Sumedhanand

Will the Minister of ROAD TRANSPORT AND HIGHWAYS be pleased to state:

(a) whether the Government has asked the National Highway Authority of India (NHAI) to set up call centres for helping accident victims on National Highways so that timely treatment can be given to victims within golden hours;

(b) if so, the details thereof;

(c) whether NHAI has complied with this; and

(d) if so, the details of call centres set up on National Highways, State-wise particularly in Rajasthan and Bihar?

Answer

THE MINISTER OF STATE IN THE
MINISTRY OF ROAD TRANSPORT AND HIGHWAYS

(SHRI PON. RADHAKRISHNAN)

(a) to (d) Yes, Sir. Govt. has decided to set up "1033" toll free national helpline for reporting road accidents and other issues related to National Highways. National Highways Authority of India (NHAI) has mandated Indian Highway Management Company Limited (IHMCL), a Company promoted by NHAI, to setup call centres for National Highways helpline. The project has been structured under following six zones -

Zones	States Covered	Location of Call Centre
West	Goa, Gujarat, Maharashtra, Rajasthan, Dadra and Nagar Haveli & Daman and Diu	Ahmedabad
South	Andhra Pradesh, Karnataka, Kerala, TamilNadu, Telangana, Andaman and Nicobar Island, Lakshadweep & Puducherry	Mysore
Delhi	Delhi, Uttar Pradesh, Uttarakhand & Madhya Pradesh	Mumbai
Chandigarh	Haryana, Himachal Pradesh, Jammu & Kashmir, Punjab & Chandigarh	Mohali
East	Bihar, Chhattisgarh, Jharkhand, Orissa & West Bengal	Work not awarded
Northeast	Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland, Sikkim & Tripura	Work not awarded

The call centres are not fully operationalized due to technical issues related to declaration of "non-metered" incoming calls by Department of Telecommunication (DOT). The call centre agencies are encountering difficulties in routing of calls by Telecom Service Providers (TSPs). IHMCL has invited fresh bids for work award.
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